

CONTRACT

Position Description REGISTERED NURSE CASE MANAGER - PROGRAM MANAGER

INTRODUCTION SCOPE AND EFFECT:

The Case Management Program (CMP) team consists of a Registered Nurse Case Manager (Program Manager), a certified nurse case manager and a certified social worker case manager. The team is responsible for coordinating a multi-disciplinary, collaborative approach to managing the health care needs of selected medically high risk and/or socially fragile patients in the hospital, home, ambulatory care setting or extended care facility. Interfacing with the multi-disciplinary health care team, the Case Management (CM) team coordinates preventive, therapeutic, rehabilitative and psychosocial interventions to ensure continuity of patient care and enhance optimal wellness. Case Management requires participation in the evaluation of patient outcomes assuring that the most cost effective use of resources are provided within the acceptable timeframe while focusing on patient/family and provider satisfaction and quality of care.

PLACE OF PERFORMANCE:

The nurse program manager shall provide service in the Utilization Management Department, Directorate for Healthcare Operations and Planning, located at Naval Medical Center, San Diego, CA.

DUTY HOURS:

The Nurse Program Manager shall normally provide services for 80 hours per two-week period. Services shall be required for an 8.5 or 9 hour period (to include an uncompensated .5 hour or 1 hour for lunch, depending on shift length) as scheduled, usually between the hours of 0630 and 1630, Monday through Friday. At the mutual agreement of the Program Manager and the government, alternative schedules may be implemented, such as a compressed work schedule. Generally, the Program Manager shall not be required to provide services in excess of 80 hours per two-week period. Specific hours and days shall be scheduled one month in advance by the Department or Directorate Head. Any changes in the schedule shall be coordinated between the Program Manager and Government. The nurse case manager shall arrive for each scheduled shift in a well-rested condition.

GENERAL DUTIES AND RESPONSIBILITIES:

Case management services provided under this contract comply with standards of practice of the Case Management Society of America (CMSA), the American Accreditation Healthcare Commission/Utilization Review Accreditation Commission (URAC), and the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO) standards and other provisions of law and the rules and regulations of any and all governmental authorities pertaining to:

- Licensure and/or regulation of healthcare personnel in treatment facilities, and
- The regulations and standards of professional practice of the treatment facility, and
- The bylaws of the treatment facility's professional staff.

CASE MANAGEMENT PROGRAM (CMP) IMPLEMENTATION AND OVERSIGHT RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:

Ensure each phase of the CMP is grounded in established CM standards of practice.

Serve as a consultant to all disciplines regarding CM and related issues.

Fully support military contingency requirements.

Develop a local catchment area assessment to determine CM staffing requirements and identify opportunities for CM

Identify and integrate local CM processes.

Develop an interface with the Lead Agent and the Managed Care Support Contractor.

Develop local strategies using inpatient, outpatient, onsite and telephonic CM.

Develop and implement policies and protocols for home health assessments.

Develop outcome measures.

Assist with the CHCS CM interface or other database designated to support CM.

Prepare routine reports and conduct analyses.

Integrate CM and Utilization Management (UM).

Integrate nursing case management with social work case management.

Develop a database and knowledge of local community resources.

Assist with medically-complex cases.

Develop policy for and assist with region to region transfers.

Facilitate screening and assist with transfers of Exceptional Family Member Program (EFMP) families.

Participate in video teleconferences (VTCs) and other meetings as required.

Implement applicable CMSA, JCAHO & URAC Standards.

Oversee MTF CM resources and make recommendations to the Command as to how those resources can best be utilized.

Maintain patient records in an orderly, secure fashion.

ADMINISTRATIVE AND TRAINING REQUIREMENTS

The Program Manager shall:

Assist in the design and implementation of activities to increase hospital staff involvement in and support of CM initiatives by providing orientation and ongoing education/in service training specific to CM and the CMP.

Develop mechanisms to identify patients/clients for case management and provide patient referrals in accordance with MTF policies and protocols.

Develop and oversee a case management quality improvement program to review and identify opportunities to improve services provided, and recommend corrective action when problems exist.

This shall include coordinating patient entry into research protocols by ascertaining eligibility, obtaining informed consent when possible, and coordinating compliance with protocol-dictated follow-up requirements.

Maintain required unit records, patient charts, forms, logs, records, registers, census reports and collect required statistics.

Assist in preparation of the annual budget.

Actively participate in the Command's Continuous Improvement Plan.

Attend the following required annual training: case management, family advocacy, disaster response, sexual harassment and other courses as directed.

Attend Composite Healthcare System (CHCS) training provided by the Government for a minimum of four (4) hours, and up to a maximum of 40 hours and other software training as directed.

Maintain current certification in American Heart Association Basic Life Support (BLS) for Healthcare Providers; American Heart Association Healthcare Provider Course; or American Red Cross Cardio Pulmonary Resuscitation (CPR) for the Professional Rescuer; or equivalent. The Navy will provide recertification during normal working hours.

CLINICAL DUTIES

Services shall be provided onsite using Government-provided facilities, equipment and supplies. The Program Manager shall manage and coordinate the business, clinical, and overall daily activity of the Case Management Program. The Program Manager shall:

Be responsible for coordinating a multidisciplinary team to meet the health care needs, including medical and/or psychosocial management of specified patients.

Provide nursing expertise about the CM process, including assessment, planning, implementation, coordination and monitoring.

Develop and implement tools to support case management such as those used for patient identification, and patient assessment, clinical practice guidelines, algorithms, CM software, databases for community resources, etc.

Establish mechanisms to ensure proper implementation of patient treatment plan and follow-up post discharge in ambulatory and community health care settings.

Provide nursing advice and consultation in person and via telephone to patients/family members/significant others.

Collaborate with the multidisciplinary team members to set patient-specific goals. Develop treatment plans including preventive, therapeutic, rehabilitative, psychosocial, and clinical interventions to ensure continuity of care toward the goal of optimal wellness.

Develop mechanisms to evaluate the patient, family and provider satisfaction and use of resources and services in a quality-conscious, cost-effective manner.

Establish cost containment/cost avoidance strategies for case management and develop mechanisms to measure its costs effectiveness.

Establish and maintain liaison with appropriate community agencies and organizations.

Facilitate multidisciplinary discharge planning and other professional staff meetings as indicated for complex patient cases.

Alert physicians to significant changes or abnormalities in patients and provide information concerning their relevant condition, medical history and specialized treatment plan or protocol.

Plan for professional growth and development as related to case manager position and maintenance of CM certification. Actively participate in professional organizations including participation in at least one annual national CM conference to be funded by the Government.

Ensure appropriate health care instruction to patient and/or caregivers based on identified learning needs.

Implement strategies to ensure smooth transition and continued health care treatment for patients when the military member transfers out of the area.

CREDENTIALS AND PRIVILEGING REQUIREMENTS

Upon award, the Program Manager shall complete an IPF (Individual Professional File) prior to performance of services in accordance with Section C, Paragraph 7.3 of the basic contract. The IPF will be maintained at the MTF, and contains specific information with regard to the qualifying educational degree(s) and professional licensure, past professional experience and performance, education and training, health status and competency as defined in BUMEDINST 6320.66c and subsequent revisions, and higher directives.

SPECIFIC MINIMUM PERSONNEL QUALIFICATIONS FOR REGISTERED NURSE PROGRAM MANAGERS REQUIRED PRIOR TO WORK ASSIGNMENT:

Possess a current unrestricted license to practice as a registered nurse in any one of the 50 States, the District of Columbia, and the Commonwealth of Puerto Rico, Guam or the U.S. Virgin Islands. The professional license or certification must allow the holder to legally and independently practice without the supervision of another licensed professional. The nurse program manager is responsible for complying with all applicable licensing regulations.

Possess the necessary knowledge, skills and computer literacy to interpret and apply medical care criteria, such as InterQual.

Current certification of one or ore of the following preferred:

CCM - Certified Case Manager
CDMS - Certified Disability Management Specialist
CIRS - Certified Insurance Rehabilitation Specialist
CRC - Certified Rehabilitation Counselor (American Nurses Credentialing Center, Washington DC) ANA Certification
RNCm - Nurse Case Manager (Association for Rehabilitation Nurses, Chicago, Illinois)
CRRN - Certified Registered Rehabilitation Nurse (Association of Geriatric Care Managers, Tucson, AZ)
GCM - Geriatric Care Manager (American Board of Occupational Health Nurses)

ACCC - Advanced Competency Certification in Continuity of Care
Experience of at least 24 months within the preceding 36 months
working as a registered nurse providing case management.

ENHANCING FACTORS

Prior experience in case management in a military medical facility.

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